

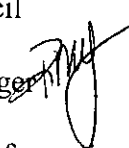


November 4, 2011

**IFYI HIGHLIGHTS**

- Contact Center Feedback
- Parks & Recreation Receive CAPRA National Accreditation
- 2011 WFMY Piedmont Winterfest Press Conference

TO: Mayor and Members of Council

FROM: Rashad M. Young, City Manager 

SUBJECT: Items for Your Information

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**Contact Center Feedback**

Attached is the weekly report generated by our Contact Center for the week of October 24, 2011 – October 30, 2011.

**Parks and Recreation Receive CAPRA National Accreditation**

Attached is a memorandum from Parks and Recreation Director Greg Jackson, dated November 3, 2011, regarding the Greensboro's Parks and Recreation Department national re-accreditation from the Commission for Accreditation of Park and Recreation Agencies (CAPRA), which was officially announced at the National Recreation and Park Association Annual Congress, in Atlanta, GA on November 2, 2011. Greensboro is one of only 104 departments in the country to be given this accreditation.

**WFMY News 2 Piedmont Winterfest Press Conference**

Attached is a press release from WFMY News 2, inviting Council to a press conference to announce the groundbreaking for the 2011 WFMY News 2 Piedmont Winterfest on November 7, 2011 at 10 a.m. at Festival Park. The announcement will include overview of the project, sponsors, construction timeline, opening date and schedule.

RMV/mm  
Attachments

cc: Office of the City Manager  
Global Media Distribution

**Public Affairs Department  
Contact Center Weekly Report  
Week of 10/24/11 - 10/30/11**

**Contact Center**

4070 calls answered this week

**Top 5 calls by area**

**Water Resources**

Balance Inquiry- 1118  
New Signup - 236  
Bill Extension - 214  
Cutoff Requests - 137  
General Info - 115

**Field Operations**

Landfill/HHW/Transfer - 118  
Bulk Guidelines - 98  
Loose Leaf Collection - 55  
No Service/Garbage - 46  
Repair Can/Garbage - 39

**All others**

Police/Watch Operations - 146  
Courts/Sheriff - 57  
Police Records - 51  
Guilford Metro - 29  
Privilege License - 29

**Comments**

We received a total of 2 comments this week:

**Parks and Recreation – 1 comment:**

- Resident complaining about the closing of two days during the week for fishing at both Lake Higgins and Lake Brandt. He is a long time resident of Greensboro. He is retired and likes to go fishing. Does not know how much it's saving to close those two days but thinks we are taking it too far.

**Water Resources – 1 comment:**

- Customer thinks \$150.00 is too high for a water deposit and the City should pay interest. Cannot believe the citizens of Greensboro allow this to be done.

**Overall**

Calls about the loose leaf collection schedule continued to increase. Calls for Police Records also increased. Call volume was steady through the end of the week.

Parks and Recreation Department  
City of Greensboro



November 3, 2011

**TO:** Rashad Young, City Manager

**FROM:** Greg Jackson, Director

**SUBJECT:** CAPRA announces re-accreditation for Parks & Recreation

The Commission for Accreditation of Park and Recreation Agencies (CAPRA) has officially re-accredited the Greensboro Parks & Recreation Department. The CAPRA committee announced this distinguished accomplishment at the National Recreation and Park Association Annual Congress in Atlanta, GA, on November 2, 2011.

CAPRA has established 140 standards as best practices for park and recreation management and operations. The department submitted evidence of compliance for all 140 standards; and had to comply with 36 fundamental standards and meet 85% of the remaining standards. The department was originally accredited in 2006. Every five years the department undergoes a full review of the standards to remain accredited.

Greensboro Parks & Recreation is proud to be one of only 104 departments in the country to be accredited. This could not have been possible without the dedication and hard work of our highly professional staff and management team.

GJ/lt

**Press Conference to Announce Groundbreaking and Schedule for 2011 WFMY News 2 Piedmont Winterfest: Monday, November 7 in Festival Park at 10 a.m.**

*Greensboro, N.C.* – Exciting new details for the second season of the WFMY News 2 Piedmont Winterfest featuring North Carolina's largest Downtown outdoor skating rink will be unveiled at a media event on November 7. The announcement will feature a brief overview of the project, sponsors, construction timeline, opening date and schedule.

"Community matters to folks in the Triad," says WFMY News 2 President and General Manager, Larry Audas. "No question the WFMY News 2 Winterfest is one great community get-together that is both fresh and fun. News 2 couldn't be more pleased to help build our community and welcome the holidays on skates along with everyone in the Piedmont Triad."

The press conference will open with remarks from Downtown Greensboro Incorporated President and CEO Ed Wolverton at 10 a.m. followed by a 30-minute program. Event organizers will also discuss programming for the season.

**Date:** Monday, November 7, 2011

**Time:** 10:00 - 10:30 a.m.

**Location:** Festival Park, 200 N. Davie Street, Downtown Greensboro  
(Rain Location, Greensboro Cultural Center Atrium)

**WFMY News 2 Piedmont Winterfest Background:**

The WFMY News 2 Piedmont Winterfest is a temporary, outdoor ice skating rink to serve as a family-friendly seasonal attraction for the community and to advance Downtown revitalization. The rink will open on Wednesday, November 16 and will remain open through Sunday, January 29, 2012.

Project partners include: Renovo Designs LLC; Downtown Greensboro Foundation; City of Greensboro; Greensboro Ice House; Cone Health; Southeastern Orthopedic Specialists; BB&T; Bell Family Foundation; Dutch Barns; The Fresh Market; Johnson Controls; Vomela; 99.5 WMAG; and 105.7.

Members of the press should RSVP to Vickie Hall at [vickie@downtowngreensboro.net](mailto:vickie@downtowngreensboro.net) at 336-379-0060 x-21.

Find complete information about the WFMY News 2 Piedmont Winterfest, visit [www.piedmontwinterfest.com](http://www.piedmontwinterfest.com).

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